
225.65

Lost or Stolen Food Instruments (FIs)

Local Agency Loss or Theft

**Report lost or
stolen eWIC
card stock**

Immediately report the loss or theft of eWIC card stock to the state WIC office. State staff will provide further instructions.

Reduce risk

Store eWIC card stock in a secure location to reduce the risk of loss or theft.

**Damaged
eWIC card
stock**

Immediately report the damage of stored eWIC card stock to the state WIC office. State staff will provide further instructions.

WIC Foods Lost in a Catastrophe

Policy

Do not issue benefits to replace WIC foods lost in a catastrophe. Refer the participant to emergency relief programs.

Participant Loss or Theft

Introduction

Lost and stolen eWIC cards and benefits will be replaced.

Policy

Replacement cards must be issued in person; they cannot be mailed. The table below describes when lost or stolen WIC FIs may be replaced.

IF the eWIC card was ...	THEN ...
Stolen	Replace it
Lost due to a catastrophe (e.g., fire, tornado or flood)	Replace it
Mailed to a precertified Priority II infant or precertified woman and not received within seven days from issue	Replace it
Lost due to other reasons	Replace it

Exceptions

Do not issue a replacement of benefits if there is a reasonable suspicion that the participant is attempting to defraud the WIC Program.

Procedure

Do not record any information in the data system about a lost or stolen card until you see the participant in person. This provides an opportunity to look at the remaining benefits to ensure that the correct benefits are replaced. Follow the steps in the table below to replace benefits.

Step	Action
1	Determine the length of time until the participant receives benefits again.
2	Look up the benefits in the data system to determine whether they have been redeemed.
3	Determine if any of the lost or stolen benefits were for formula and whether you have any cans of returned formula on hand to issue instead of replacing them.
4	Reissue the card and the benefits for the current month and remaining months as needed (see Policy 225.50).
	<u>Note:</u> A replacement card must be issued in person; do not mail them.
5	Document in the care plan the circumstances for reissuance.

eWIC card found later

If a card reported as lost/stolen is later returned to the local WIC agency, destroy it.